



CATHOLIC DIOCESE OF BUNBURY

COMPLAINT MANAGEMENT PROCEDURE

Step	Process	Responsible Party	Reference	Checkbox
The Bunbury Catholic Diocese is committed to effective complaint handling. The following Guideline will details each step required for a thorough and procedurally fair investigation.				
A. COMPLAINT RECEIVED				
1.	Complaints can be received via hard copy form, online report, email or verbal report, including phone report.	- Parish Priest - Safeguarding Coordinator - Other responsible party	Chapter 5 - Safeguarding Complaints Management Policy - DRAFT	☐
2.	Allocate Complaint-handler	- Parish Priest - Safeguarding Coordinator - Other responsible party	Chapter 6 – Safeguarding Complaints Management Policy - DRAFT	☐
3.	Allocate Complaint decision-maker	- Bishop - Vicar General - Safeguarding Coordinator - Other responsible party	Chapter 6 – Safeguarding Complaints Management Policy - DRAFT	☐
4.	Determine if Mandatory Report is required to either Department of Community's or Ombudsman (or both).	- Parish Priest - Safeguarding Coordinator - Other responsible party	Chapter 9 and Chapter 10 - Safeguarding Policy - DRAFT Chapter 7 – Safeguarding Complaints Management Policy - DRAFT	☐
B. RESPONDING TO COMPLAINT				
All parties to a complaint must be treated with respect and compassion and protected from victimisation in a trauma informed manner.				
5.	Record the complaint	- Safeguarding Coordinator - Nominated Complaint-handler	Chapter 7 – Safeguarding Complaints Management Policy - DRAFT	☐
6.	Acknowledge the complaint	- Safeguarding Coordinator - Nominated Complaint-handler	Chapter 7 – Safeguarding Complaints Management Policy - DRAFT	☐



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7.	Complete initial assessment and response	- Safeguarding Coordinator - Nominated Complaint-handler	Chapter 7 – Safeguarding Complaints Management Policy - DRAFT	☐
8.	Complete Investigation Action Plan	- Safeguarding Coordinator - Nominated Complaint-handler	Appendix 5 – Safeguarding Complaints Management Policy	☐
9.	Review other factors to be considered during the complaints process	- Safeguarding Coordinator - Nominated Complaint-handler	Chapter 8 – Safeguarding Complaints Management Policy - DRAFT	☐
10.	Refer to external agencies: - WA Police - Department for communities Mandatory Reporting Scheme - Ombudsman of WA Reportable Conduct Scheme	- Safeguarding Coordinator - Nominated Complaint-handler	Chapter 9 and Chapter 10 - Safeguarding Policy - DRAFT	☐
11.	Record date/time and details of when and how the external agency referral was completed.	- Safeguarding Coordinator - Nominated Complaint-handler	Chapter 9 and Chapter 10 - Safeguarding Policy - DRAFT	☐
C. THE INVESTIGATION PROCESS				
12.	Assess the complaint/issue	- Safeguarding Coordinator - Nominated Complaint-handler	Appendix 3 – Safeguarding Complaints Management Policy –The Investigation Process (Practice Guide)	☐
13.	Determine nature of investigation	- Safeguarding Coordinator - Nominated Complaint-handler	Appendix 3 – Safeguarding Complaints Management Policy –The Investigation Process (Practice Guide)	☐
14.	Develop investigative framework	- Safeguarding Coordinator - Nominated Complaint-handler	Appendix 3 – Safeguarding Complaints Management Policy –The Investigation Process (Practice Guide)	☐



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15.	Gather evidence	- Safeguarding Coordinator - Nominated Complaint-handler	Appendix 3 – Safeguarding Complaints Management Policy –The Investigation Process (Practice Guide)	☐
16.	Apply the appropriate standard of proof	- Safeguarding Coordinator - Nominated Complaint-handler	Appendix 3 – Safeguarding Complaints Management Policy –The Investigation Process (Practice Guide)	☐
17.	Record and store information appropriately	- Safeguarding Coordinator - Nominated Complaint-handler	Appendix 3 – Safeguarding Complaints Management Policy –The Investigation Process (Practice Guide)	☐
18.	Prepare the investigation report	- Safeguarding Coordinator - Nominated Complaint-handler	Appendix 3 – Safeguarding Complaints Management Policy –The Investigation Process (Practice Guide)	☐
19.	Refer to Complaint decision-maker	- Safeguarding Coordinator - Nominated Complaint-handler - Nominated Complaint decision-maker	Appendix 3 – Safeguarding Complaints Management Policy –The Investigation Process (Practice Guide)	☐
D. INVESTIGATION CLOSE				
20.	Record disciplinary, management or other action	- Safeguarding Coordinator - Nominated Complaint-handler - Nominated Complaint decision-maker	Appendix 3 – Safeguarding Complaints Management Policy –The Investigation Process (Practice Guide)	☐
21.	Close the investigation	- Safeguarding Coordinator - Nominated Complaint-handler	Chapter 7 – Safeguarding Complaints Management Policy - DRAFT	☐
22.	Record and store information appropriately	- Safeguarding Coordinator - Nominated Complaint-handler	Chapter 8 – Safeguarding Complaints Management Policy - DRAFT	☐